

ATTACHMENT A

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

PURPOSE

The Contract is awarded on behalf of the Oklahoma State Department of Health to answer 100% of incoming calls to the Oklahoma Vital Records main line. Call center agents should be able to answer general questions about vital records, directly accept orders for certified copies of birth and death records or forward the customer to VitalChek (official program partner), and answer status questions about existing online orders. January-June 2022, Vital Records received ~91,000 calls.

1. Contract Term and Renewal Options

The initial Contract term, which begins on 2/1/2023 and will end 1/31/2024, and there are 4 one-year options to renew the Contract.

2. Additional Contract Obligations

Certain Contract requirements and terms are attached hereto as Exhibit 1 and incorporated herein.